

The BUStop

MAKING THE CONNECTION

Award Update

The BUS Award Program continues strong into calendar year 1997, even though no nominations were submitted in December or January. Nominations can be made by anyone in the division. Simply access the online form for nominations by accessing the URL address <http://hrntserver1.lanl.gov/html/new/award.html> or ask your committee member for assistance. They are: Tim Mulligan (BUS-1), Cecilia Lujan (BUS-2), Claire Webber (BUS-3), Nancy Arendt (BUS-4), John Hernandez (BUS-5), Allen Wallace (BUS-6), Monica Spontarelli (BUS-7), Bennie Gonzales (BUS-8), Tom Short (BUS-DO), and Lois McFarland (HR).

Eleven nominations were made in February. Look in the next issue of BUStop for the names of the award recipients.

GOOD NEWS FOR CONTRACTORS!!

Carol Trask (HR) is finalizing negotiations with contractor employers (such as TAD, Ray Rashkin, Butler, and others) to establish a

contractor award program very much like the Lab program. The details of how the program will work and when it will begin are still in the works, but we'll keep you posted. ☺



What's Happening

Many folks have asked for information about what kinds of things are going on around the division. So, to keep you plugged in, here goes:

- Personal Development Planning is being piloted by BUS-2/3/8 BTLs and their teams.
- The Space Recharge Team, sponsored by BUS-1, is tasked with developing a better way to gather data

from feeder systems and provide a flexible, responsive, customer friendly automated system for reporting space, handling costs, tracking, and reporting. The team includes members from FSS, CIC, JCI, and BUS-1, BUS-2, BUS-3, and BUS-7.

- BUS-5 is getting ready to do a WEB survey of their employees to address issues that came out of Voice of the Employee (VOE) interviews. The survey results will be used to identify and prioritize issues that will be addressed to improve employee satisfaction.
- BUS-2, BUS-3, and BUS-8 are teaming to do a VOE based WEB survey of their employees regarding policy and training needs. They are also in the process of doing a Baldrige self-assessment to establish baseline data related to Appendix F customer satisfaction goals.
- A team led by BUS-8 is developing an improved reclass procedure for property, procurement, and financial personnel.
- BUS-8 Business Teams in MST, CST, and EES divisions are conducting Voice of the Customer

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(VOC) surveys with their host organizations in order to determine ways in which BUS can better serve its customers.

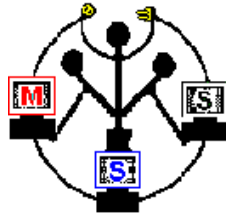
These are just some of the teams and efforts in progress within the division. Their common objectives are to improve processes, customer satisfaction, and employee satisfaction. We'll feature additional teams in future editions. If you are on a team and would like it to be featured here, please email frenzy@lanl.gov with the scoop and we'll print it!



We Caught You Doing Something Right

The MPV (Mobile Packaging Van) Team, BUS-4 has a fully trained team to handle all aspects of shipping hazardous and radioactive materials, including paperwork, a service that could save our Lab customers hundreds, if not thousands, of dollars a year. Please take note of this customer service that BUS-4 provides- help us pass the word on to our customers! For more information on the MPV Team's hazardous and radioactive material shipping services, call 7-4127.

*submitted by Ruby Alexander,
BUS-4*



As I reflect on the first quarter of FY '97, I am amazed at some of the tasks BUS Division has accomplished since the new fiscal year began. Like most of the Division's operations, the end of the fiscal year puts a tremendous work load on the BUS-7 Microsystems Support Team, particularly the Helpdesk.

During the end of the fiscal year, the average daily on-site trouble calls went from a normal average of 32 to a peak of over 120. Adding to the increase of trouble calls, the Micro Systems Team was asked to install over 100 newly purchased microcomputers and begin deploying the new Windows 95 operating system throughout the Division. The challenges of this increased work load seemed completely overwhelming with no end in sight.

However, the Microsystems Support Team was equal to the challenge. They exercised excellent team work, a 'can do' positive attitude, went the extra mile and, by the holidays, had eliminated their backlog.

During the past four months, it has been gratifying to see a group of dedicated people working so diligently to meet increased

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customer demands. Often, we, the managers and customers, don't recognize the extraordinary efforts because we are consumed with the emergencies immediately at hand. Thanks BUS-7 Helpdesk, for your role in our Division's successful year-end close. Your efforts are an example of what can be achieved through teamwork and commitment to the customer.

submitted by Camilo Perez, BUS-7

Dilbert

